

Abstract of the Disclosure

A call center system supports remote agent stations through a network by
5 establishing a data link between a computer platform at the remote agent station and a
CTI-processor connected to a telephony switch at the call center, and switching incoming
calls from the call center to a telephone at the remote agent station while sending data
pertaining to the calls via the data link to the computer platform at the remote agent
station to be displayed. Data pertaining to calls is retrieved from a data base at the call
10 center and sent via the data link to be displayed on a video display at the remote agent
station. The data can include scripts for an agent at the remote station. Call center
services are supported by cooperation between software at the CTI processor and the
computer platform at the remote station. In one embodiment the data link, once
established, is kept open while calls continue to be switched to the remote station. In
15 another, after an initial log in, dial up is done from the remote station upon detecting calls
from the call center by a TAPI compliant device, and a reduced log in is performed at the
CTI processor to save time. In a third alternative, the CTI processor, via a modem bank
adapted for dialing, establishes the data connection each time a call is switched from the
call center to the remote station. A plurality of remote stations may be thus supported.